

United States Air Force

Action Line

37th Training Wing
1701 Kenly Ave.
Lackland AFB, Texas 78236

Date: March 23, 2007

MEDICAL APPOINTMENT AVAILABILITY

Q: I am a military training instructor at the 322nd Training Squadron. Recently I woke up with enough pain in my hip to try and schedule an appointment with my primary care manager. Upon logging into the TRICARE Online System, I found that there were no appointments available for me through my PCM or any other alternative means. An appointment with my PCM would not be available for over three weeks. Why is it so difficult to get an appointment?

A: Due to deployments, the 37th Medical Group is down three providers who normally serve 4,500 patients. Those patient requirements are being absorbed by our remaining providers, which puts additional demands on appointment availability. We are aggressively pursuing additional doctors to assist with the caseload and hope to have new providers in place soon. As always, if your symptoms or condition is serious enough, please go immediately to the emergency room at Wilford Hall Medical Center.